



Leadership Vital Signs™ Preparing Healthcare Leaders to Succeed

Power 2 Transform is proud to present **Leadership Vital Signs™** a powerful training process researched and developed especially for healthcare providers. We have a proven record of helping healthcare centers improve performance with programs like **Leadership Vital Signs™**. **Power 2 Transform** considers leadership development as the primary strategic imperative. Our goal is to help you implement this strategic initiative in a cost effective way that keeps the participants energized throughout the learning process.

Leadership Vital Signs™ has one primary goal...to give you the skills and the tools you need to create a *high performance work environment* that meets the **Joint Commissions Leadership Standard**. In a *high performance work environment*, everyone takes *personal responsibility* for his or her own performance, is passionate about your mission, and uses personal initiative to continually improve performance and patient satisfaction.

The design of **Leadership Vital Signs™** addresses the key reasons why most management and leadership programs do not achieve long-term results. Most courses are short term...anything from one to three days. This creates two problems. First, too much information delivered at once, and second, without follow-up support and on-the-job reinforcement, the effect of the training will wear off.

That is precisely why organizations believe that ***training does not work!***

If training is going to achieve high levels of retention and transfer into the workplace, two conditions must exist:

- Training delivery must ensure participants can apply what is learned...before they learn anything else.
- The environment at work must not only support the training, but also require that learning is applied and measured against pre-agreed training objectives and outcomes.

In other words, people need to absorb and apply the first piece of information, before they learn the next piece of information and have the support of their manager and their organization in applying what they learn.

For additional information contact John Bentley at 256-612-0015 or email john@power2transform.com.

To become effective leaders, healthcare managers and supervisors need to cultivate a diverse skill set, while capitalizing on their personal strengths. **Leadership Vital Signs™** applies proven strategies based on the latest research.

Read on for a detailed description of **Leadership Vital Signs™**.

FOUR ONE-DAY WORKSHOPS FOCUSING ON:

- **Communication and Trust.** Are your employees passionate about their work? If not, it is likely that they have a low level of trust in their leaders. We teach managers and supervisors to assess their own leadership styles to identify areas that build or diminish the trust of their direct reports. Then leaders can strengthen their communication skills to improve working relationships.
- **Organizational Clarity.** Organizational clarity is more than choosing the right words to describe your organization' vision, mission, and values, it is about agreeing on the fundamental concepts that drive it. This is important because it provides employees at all levels with a common vocabulary about what is important and what is not. More importantly, it allows employees to make decisions and resolve problems without constant supervision and advice from leaders.
- **Managing Performance.** Effective leaders manage by capitalizing on each individual's unique strengths. We encourage participants to apply situational leadership principles and create action plans for improving performance. Leaders also learn how to instill a sense of purpose at work by aligning individual goals with the organization's vision, mission and values.
- **Conflict Management.** Conflict is a fact of life; it occurs among leaders, coworkers or between managers and employees. If not resolved quickly, conflict can crush morale and ultimately affect the delivery of care. Participants will assess their own behavior when "under fire", and discover why solution focus is far more effective than problem focus.
- **High Performance Team Development.** If you have broken processes, policy changes alone will not fix the problem – you've got to have a team that is invested in seeing the change happen. Learn how your leaders can inspire heartfelt, collaborative effort in a diverse workforce.
- **Joint Commission's Leadership Standard Accreditation.** Many leadership responsibilities directly affect the provision of care, treatment, and services and operations of the organization. In some cases, these responsibilities will be shared among leadership groups, and in other cases, primary responsibility is assigned to a particular leader or leadership group. Regardless of the organization's leadership structure, all responsibilities are to be carried out.

KEEP PARTICIPANTS ENERGIZED WITH CONSISTENT SUPPORT AND FOLLOW-UP

- **The appropriate use of learning assessments.** We use learning assessment developed by Inscape Publishing Inc to provide leaders with feedback about different aspects of their behavior. Each new layer of *self-awareness* contributes to an ongoing increase in *emotional intelligence*.
- **Co-Active Learning - Application in the workplace is required.** After each session, the leaders complete specific application assignments with their teams. The focus of these assignments is on the interaction between leaders and their employees...increasing their passion and commitment into *high performance teams* focused on mission accomplishment.
- **Reading and discussion of three best selling leadership books.** The Servant: A Simple Story about the True Essence of Leadership by James Hunter; The Five Dysfunctions of a Team, and The Four Obsessions of an Extraordinary Executive by Patrick Lencioni.
- **Follow-on coaching.** During the 12-month process, we coach each leader with *unlimited email support* and *a monthly 30-minute individual phone call*. Our focus is to help each leader achieve his or her own development goals and to learn how to apply leadership training within their teams. We also provide a monthly group teleconference to share successes and discuss the insights learned from the outside reading assignments.
- **The Leader's Journal.** After each training session, we provide leaders with a journal that outlines their individual and team action steps. This journal is also an excellent method to document progress for the monthly phone call coaching and it can be used at the next training session with cohorts.

LEADERSHIP VITAL SIGNS™ SAMPLE OUTLINE

Module 1 – Communication and Trust

- Learn practical leadership and management theories
- Understand the role leaders & managers play in creating a trusting environment
- Learn how others misunderstand you and how to improve communications and mutual respect
- Learn the people skills that build trust and improve individual performance

Co-Active Learning

- Audit how your leadership style may be harmful to building trust
- Have discussions with your team about behavior styles
- Begin crucial conversations to build relationship and improve trust among employees

Module 2 – Conflict Management

- Discover your natural approach to conflict and understand how others' approaches differ from yours
- Learn how to find common goals among the parties in a conflict
- Realize the importance of focusing on solutions rather than problems
- Learn strategies for generating options that resolve conflicts

Co-Active Learning

- Create an action plan for your natural conflict approach
- Have discussions with employees and find common goals to resolve conflict
- Coach employees how to give & receive feedback to reduce conflict

Module 3 – High Performing Teams and Change

- Understand the stages of team development
- Learn how to create a motivating environment
- Learn the five steps of process improvement
- Gain a greater commitment to your organization's purpose and goals

Co-Active Learning

- Develop a plan for improving team performance
- Have discussions with your team about process improvement
- Begin discussions to align employees with the organization's vision, mission, values, and goals

Module 4 – Managing Performance (Yours and Others)

- Understand your natural approach to managing others
- Apply situational leadership to manage performance
- Learn how to set goals, manage priorities, and handle interruptions
- Learn how to manage meetings, delegate, and organize for improved performance

Co-Active Learning

- Create an action plan for your natural management approach
- Discuss situational leadership theory with employees
- Implement new time management practices so you can focus on priorities

MEET YOUR FACILITATORS



Dr. Jimmy Sanders currently plays a key health system development role by implementing Health Insurance Portability and Accountability Act (HIPAA) and Office of Inspector General (OIG) Compliance programs and facilitating health system development and strategic planning especially for Federally Qualified Health Centers (FQHCs). He has been actively involved in advising on strategic planning and health policy initiatives for the Georgia Association for Primary Health Care (GAPHC) since 2003. In addition to working with the state association, Dr. Sanders has worked frequently on governing board and management development training for FQHCs across Georgia. He has been instrumental in initiating a strategic collaboration between the FQHC and key Georgia hospitals. This strategic initiative on behalf of the GAPHC will increase community quality of care for the by reducing inappropriate reliance on the hospital's emergency department as a source of primary care. Measures of project success feature increased access for primary care and a medical record home for all community members, especially the uninsured.

Dr. Sanders' educational accomplishments include a bachelor's degree from the University of Nebraska at Omaha in 1968, a Master of Public Administration Degree from the University of Oklahoma in 1972, a Master of Public Administration Degree from the University of Southern California in 1988, and a Doctor of Public Administration Degree from the University of Southern California in 1989. He is a Life Fellow of the American College of Healthcare Executives (LFACHE). Dr. Sanders is Past President of the Association of Management and Past President of the International Society for Research in Healthcare Financial Management (ISRHFH).

In addition to his active FQHC consulting work, Dr. Sanders holds the highest academic rank of Professor Emeritus of Health Services Administration and Public Administration at Troy University. His latest work published in 2005 is ***Excellence from Birth: The Professional Evolution of the USAF Medical Service Corps***. Dr. Sanders was awarded the United States Air Force Medical Service Corps Commitment to Excellence Award for 2005. Dr. Sanders now resides in Montgomery, Alabama and is a former Candidate for the Alabama Senate.



John Bentley, president of **Power 2 Transform** brings 26 years of leadership and management experience to organizations he serves. He honed his skills during a 21 year military career where he personally built and led more than 25 high performing teams across five different continents. His ability to translate complex people issues into everyday practical business solutions resulted in numerous industry awards for educational and organizational excellence.

John is actively involved with Alabama Primary Health Care Association, Cullman Regional Medical Center, and New Ventures, Inc., providing leadership development and conflict management training to improve employee and patient satisfaction. He assisted **Healthcare Development Services** with the implementation of HIPPA in two major health systems and over 100 physician offices throughout GA and AL.

John has delivered over 500 presentations to more than 15,000 people. He learned that how clearly we communicate and how effectively we connect with people determine the outcome of our personal success in all areas of our lives. John excels and enjoys helping people put together teams of significance and power, as well as, helping leaders move themselves and their people forward faster. Organizations large and small now benefit from the wealth of experience he brings to the table, which combines and understanding of human nature and business operations.

John has authored several articles and is featured in the book ***Speaking of Success***. In this book, he shares his **5 Enablers of Success** along with other business experts such as Ken Blanchard (***The One-Minute Manager***), Jack Canfield (***Chicken Soup for the Soul***), and Stephen Covey (***The 7 Habits of Highly Successful People***). John's work focuses on helping organizations get to the heart of the matter in order to achieve breakthrough results in employee and patient satisfaction.